

## Follow these steps to renew your license, permit or registration online

### 1). Enter your User Id and Password.

The screenshot shows the login page of the State of Connecticut's eLicense Website. On the left, there is a 'Access Your Account' box with fields for 'User ID' and 'Password', a 'Log In' button, and links for 'Don't have an account? Register' and 'Forgot Password? Forgot User ID?'. On the right, a 'Welcome' panel contains instructions for license renewals and first-time applicants. Arrows point from the 'User ID' and 'Password' fields to the 'LICENSE RENEWALS' section.

**Access Your Account**

User ID  
[Input Field]

Password  
[Input Field]

**Log In**

Don't have an account? [Register](#)  
Forgot Password? [Forgot User ID?](#)

**Welcome**

**Welcome to the State of Connecticut's eLicense Website**

**VERIFY A LICENSE & ROSTERS:**

- Select **ONLINE SERVICES** for a list of available services.

NOTE: All data contained within License Lookup is maintained by the state of Connecticut, updated instantly and is considered primary source verification.

**LICENSE RENEWALS:**

- To access your account, enter your User ID and Password.
- Or retrieve User ID or Password by clicking [Forgot Password](#) or [Forgot User ID](#).
- First time users MUST validate an active email address and answer three security questions
- DO NOT REGISTER A NEW ACCOUNT TO RENEW.
- After login, Select "Create/Resume a Renewal" under **ONLINE SERVICES**

**FIRST TIME APPLICANTS:**

- All applicants MUST register if this is a first time application
- Select the "[Register](#)" link and create a new account.

**QUESTIONS:** For all inquiries, please email the appropriate agency listed below.

### 2). First time users will need to enter an email address and answer security questions. The system will prompt you for an email address and once entered, will send a confirmation to your email account which you will need to verify. Click Save once complete.

The screenshot shows the 'Change E-mail' page. At the top, a message states: 'There are currently 2 issues with your account. Please resolve them before going further.' Below this, it lists 'No Email' and 'No Secret Answers'. The 'Change Email' section has fields for 'Current E-mail', 'New E-mail', and 'Enter your password:'. A 'Save' button is at the bottom right. A blue box at the bottom contains instructions for email validation. An arrow points from the 'No Email' message to the 'Change Email' section.

Welcome, [User Name] Logout \$0.00 Checkout

**Ct.gov** The State of Connecticut eLicensing Website

HOME MY ACCOUNT **2** ONLINE SERVICES

**Change E-mail**

**⚠ There are currently 2 issues with your account. Please resolve them before going further.**

No Email  
No Secret Answers

**Change Email**

Current E-mail: [Input Field]

New E-mail: [Input Field]

Enter your password: [Input Field]

**Save Cancel**

Your email address must be validated to proceed.  
Enter your email address and the password as it appears on your renewal notice and click Save.  
You will be sent an email from "donotreply" with a subject of "Email Verification".  
Click the link within the email and follow the instructions to login.

- 3). Answer the necessary Security Questions. You may select another question from the dropdown menu by clicking the arrow to the right of the question. Click Save once complete.

Welcome, CT CIVIL GROUP LLC Logout \$0.00 Checkout

**ct.gov** The State of Connecticut eLicensing Website

HOME MY ACCOUNT **2** ONLINE SERVICES ▾

### Change Security Questions

⚠ There are currently 2 issues with your account.  
Please resolve them before going further.

Your email address has not been verified. If you have not yet received an email to do this, please follow the instructions below.  
[No Secret Answers.](#)

#### Security Questions

You must answer 3 different security questions below.

Question 1	Answer 1*
What is the middle name of your oldest grandchild?	<input type="text"/>
Question 2	Answer 2*
What is the middle name of your youngest brother or sister?	<input type="text"/>
Question 3	Answer 3*
What was the destination of your first airplane trip?	<input type="text"/>

**Save** **Cancel**

- 4). You must verify the email that was sent to your email account before proceeding.

Welcome, CT CIVIL GROUP LLC Logout \$0.00 Checkout

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HOME MY ACCOUNT **1** ONLINE SERVICES ▾

### User Account

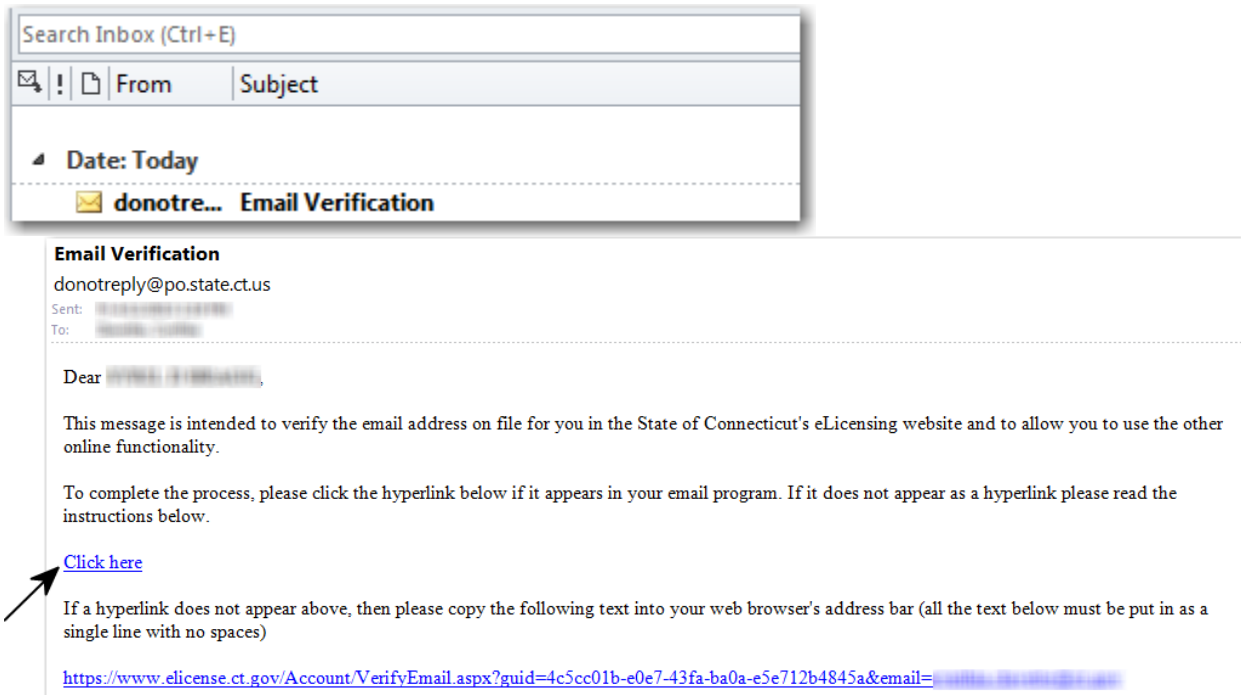
Your security questions have been changed successfully.

⚠ There is currently 1 issue with your account.  
Please resolve it before going further.

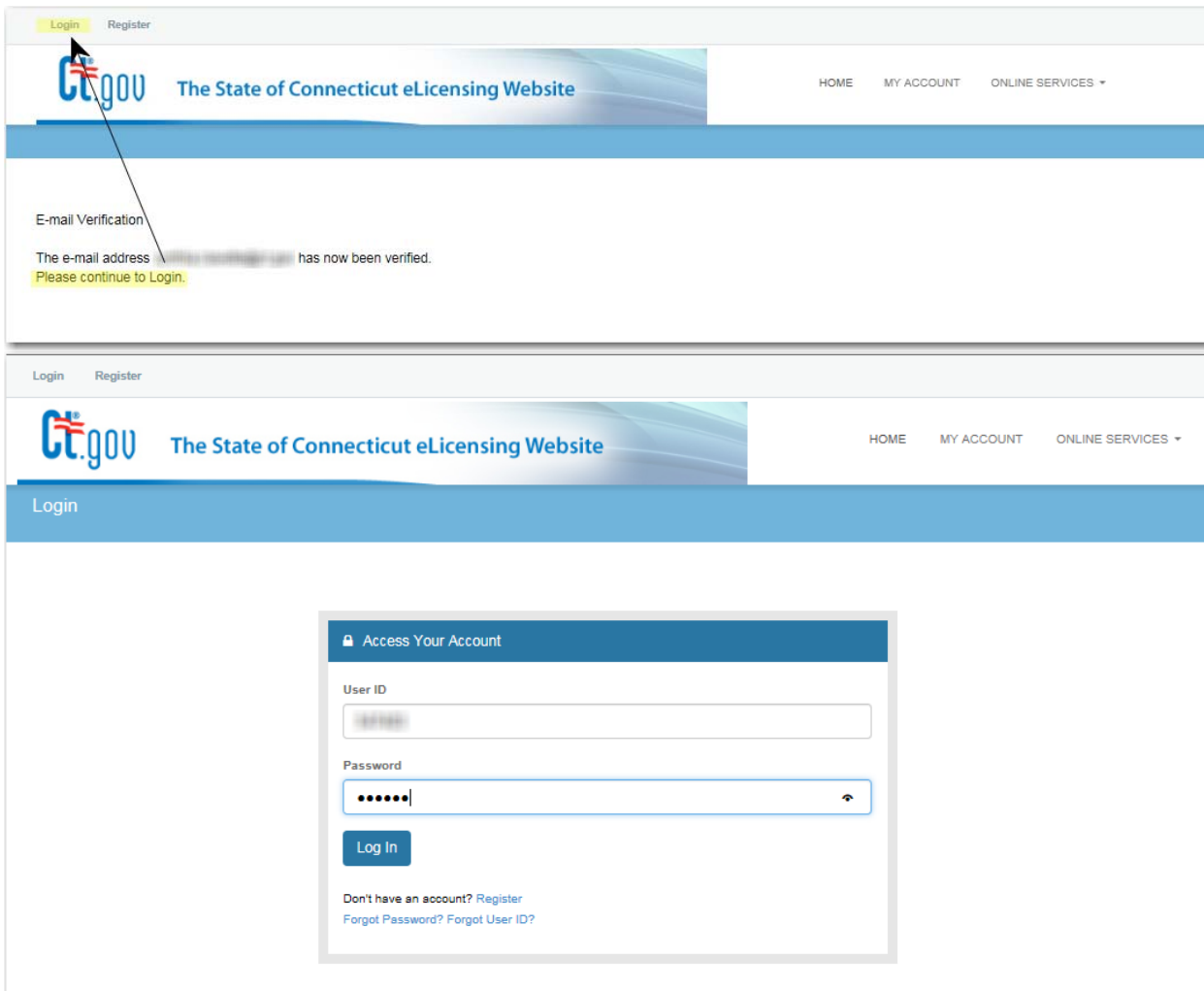
Your email address has not been verified. If you have not yet received an email to do this, please follow the instructions below.

User ID:	<input type="text"/>	<b>Change User ID</b>
E-mail:	<input type="text"/> Your account or new email address has not yet been verified. You have been sent a verification email by the system to your email address of record. You may have to check your SPAM filter. Click on the link provided in the email. Once clicked you will be returned to your account and provided access.  If you have not yet received the email, you may click the below button labeled "Generate E-mail" and a new one will be sent to you. Please note: When you click the "Generate E-mail" button any older verification emails will be invalid. Ensure that you click the link in the most recently received email. <b>Generate E-mail</b>	<b>Change Email</b>
Password:	<a href="#">Change Password</a>	
Security Questions:	<a href="#">Change Security Questions</a>	

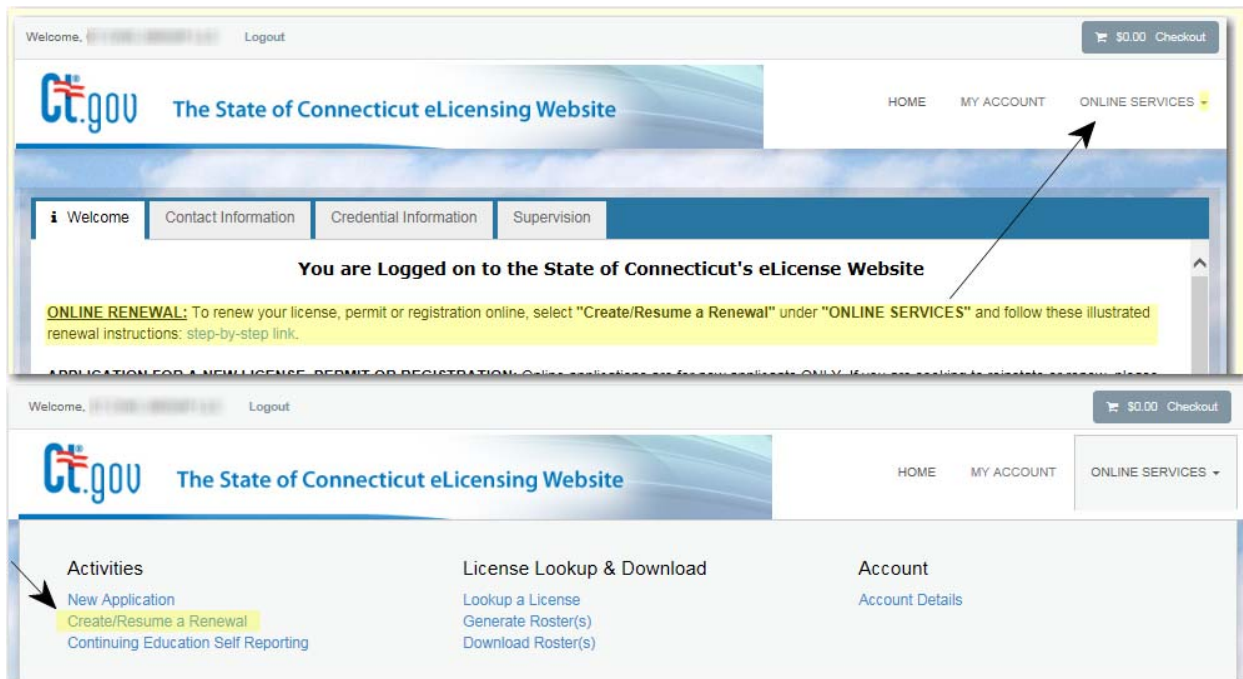
- 5). This is the email you will receive in your email Inbox. "[Click here](#)" to continue to the online renewal page.



- 6). Click Login and enter your User Id and Password.



7). Once you are logged in, click Online Services and then "Create/Resume a Renewal" under "Activities"



8). Select the license, permit or registration you wish to renew and click "Start"



9). Make any address changes and complete the question(s). Click "Next" after each section to continue to the next page.

License For [Name]

New State Instructions  
Address Update  
Licensed Individuals Responsible  
New Individuals Responsible  
Affirmation

Address Update

1. Please update any changes to your mailing address:

Address 1: [Field]  
Address 2: [Field]  
City: [Field] State: Connecticut Zip Code: 06460 Country: UNITED STATES  
Telephone Number: [Field]  
Cell Phone: [Field]

Edit Address

--OR--Change to an address already on file: [Dropdown] Update

2. Please update any changes to your primary address:

Address 1: [Field]  
Address 2: [Field]  
City: [Field] State: Connecticut Zip Code: 06460 Country: UNITED STATES  
Telephone Number: [Field]

Edit Address

--OR--Change to an address already on file: [Dropdown] Update

Previous Next

10). Once you have completed all sections, review the information and click "Add to Invoice" for the renewal fee to be added to the invoice for payment.

License For [Name]

New State Instructions  
Address Update  
Licensed Individuals Responsible  
New Individuals Responsible  
Affirmation

Review

Print Review

Fees

Fee	Amount
Renewal Fee	\$375.00
<b>Total Fees:</b>	<b>\$375.00</b>

New State Instructions

NEW - As part of this renewal, you will have the ability to add and/or inactivate licensed individuals responsible for signing and sealing documents on behalf of the corporation.

PLEASE NOTE: To add a new individual, you will be required to upload a signed and dated letter from the individual acknowledging they will be responsible for signing and sealing documents on behalf of the corporation. Please have such letter available BEFORE you continue.

Please review the following pages and complete all applicable questions.

To continue, click NEXT

Address Update

1. Please update any changes to your mailing address:

Address 1: [Field]  
Address 2: [Field]  
City: [Field] State: CT Zip Code: 06460 Country: UNITED STATES  
Telephone Number: [Field]  
Cell Phone: [Field]

2. Please update any changes to your primary address:

Address 1: [Field]  
Address 2: [Field]  
City: [Field] State: CT Zip Code: 06460 Country: UNITED STATES  
Telephone Number: [Field]

Licensed Individuals Responsible

3. Please confirm that the individuals listed below are still responsible for signing and sealing documents on behalf of the corporation.

If you need to REMOVE an individual, click on the paper and pencil icon and select "Inactive" and click "OK". DO NOT CLICK ON THE TRASH ICON.

If you need to ADD a new individual, click "Add", search for the individual and click "Add". For Status select: Active.

For Relationship Type select: Licensee Responsible for Signing and Sealing. You do not need to enter any other information.

If no changes to report, click Next


Previous Add to Invoice Close and Save

- 11). The next screen will confirm you have added the item successfully and you may now click "Pay Invoice" to pay for the renewal.

Welcome, [View Cart \(0 items\)](#) [Logout](#) \$375.00 [Checkout](#)

**ct.gov** The State of Connecticut eLicensing Website [HOME](#) [MY ACCOUNT](#) [ONLINE SERVICES ▾](#)

Invoice [Pay Invoice](#) [Print](#)


 Invoice

Date: 4/21/2016  
Invoice #  
1210528

This item was successfully added to the invoice

Select **Pay Invoice** above to complete this transaction  
To add additional transactions to the invoice, select a command from the Online Services menu

State of Connecticut  
Online Enterprise Licensing Site


Description	Amount
 Renewal - <a href="#">View Details</a>	
Renewal Fee	\$375.00
Subtotal:	\$375.00
Total:	\$375.00

[Pay Invoice](#)



12). Enter the credit card information, name, address, telephone number and email address and click "Submit Payment."





Welcome, [My Account](#) [Logout](#) \$375.00 [Checkout](#)

 **The State of Connecticut eLicensing Website**

[HOME](#) [MY ACCOUNT](#) [ONLINE SERVICES](#)

Invoice Payment [Back to Invoice](#)

**Total:** \$375.00

     
**Credit Card Instructions :**  
**\*\* CVV Code Location:**  
[Where is CVV code?](#)

**\*\* Indicates a value is required**

**\*\* Payment Type** ☒ Credit Card

**\*\* Account Owner**

**\*\* Credit Card Type**

**\*\* Card Number**

**\*\* Expiration Month / Year**

**\*\* CVV Code**

**\*\* First Name**

**\*\* Last Name**

**Company Name:**

**Attention**

**\*\* Address**

**Address**

**\*\* City**

**\*\* State**

**\*\* Zip**

**\*\* Country**


**\*\* Phone**

**\*\* E-mail Address**

Note: This email is used for sending a copy of your receipt.

[Submit Payment](#)

- 13). Once the transaction is complete, you will receive an "Approved" message.  
Click "Print Receipt" for your records.

 STATE OF CONNECTICUT

HOME MY ACCOUNT ONLINE SERVICES

Payment Receipt

Print Receipt

State of Connecticut  
Online Enterprise Licensing Site

Date: 4/22/2016 Invoice # 1052245 Confirmation #: 358825




Approved!

You have been charged \$375.00. Please print a copy for your records from the button above.  
This receipt is not a license or an authorization to do business.


Description	Amount
Renewal - [REDACTED]	
Renewal Fee	\$375.00
Subtotal:	\$375.00
Total:	\$375.00
Amount Paid:	(\$375.00)
Amount Due:	\$0.00

- 14). In addition to the receipt, an email confirmation will be sent confirming your payment.

Search Inbox (Ctrl+E)

   From Subject Rece

▲ Date: Today

 donotre... Invoice Receipt Mon

Invoice Receipt  
donotreplylicense2@po.state.ct.us  
Sent: Fri 4/22/2016 11:01 AM  
To: [REDACTED]

Dear [REDACTED]

Below is your detailed paid invoice.

Thank you.

State of Connecticut

Item #	Description	Amount
1071132	Renewal Fee	\$375.00
Subtotal:		\$375.00
Total:		\$375.00
Amount Paid:		(\$375.00)
Total Amount Due:		\$0.00